



TruHearing App - Frequently asked questions

Compatibility

Q: Is my smartphone/tablet compatible with the TruHearing app?

A: Please go to resound.com/compatibility to see if your device is compatible.

Q: How do I check if my Android device is compatible with the TruHearing app?

A: Check the list of verified devices on resound.com/compatibility. If your device is not on this list, do the following: Connect the hearing aids to the app. If the connection is successful, please try to connect/disconnect the hearing aids and the app 2-3 times to make sure that the connection is consistent after the initial pair. If the connection is unsuccessful, please see 'I'm connecting my Android device for the first time, but it's not connecting – what do I do?'

Getting started

Q: How do I pair to my hearing aids?

A: It depends on whether you have an Apple or an Android device:

- iPhone, iPad or iPod touch: You need to first pair the hearing aids with iOS. Go to Settings -> General -> Accessibility -> MFi Hearing Aids and your mobile device will search for hearing aids. Open and close the battery doors on your hearing aids. Tap when they are shown in the display and then tap "Pair" (twice for two hearing aids) and your devices will be paired.
- Android device: Open the app and follow the flow to get started. Do not pair the hearing aids to the device's OS.

Q: I'm connecting my Android device for the first time, but it's not connecting – what do I do?

A: Please check the following:

- Are the hearing aids paired to other smartphones in the room? If yes, please unpair/forget from other devices before proceeding with any pairing on a new device.
- (For professionals) Are the hearing aids connected to an Airlink/NOAHlink before starting the pairing? If yes, please disconnect before proceeding with any pairing on a new device.
- Are the hearing aids powered on before starting the pairing? If yes, wait to power on the hearing aids until after the pairing process has been started in the app.
- Are the hearing aids paired via the phone's Bluetooth menu already? If yes, forget the hearing aid pairing from the device, restart the hearing aids, and pair from the app menu instead.
- Is the app reporting 'Try again' in the pairing or connect process? If yes, power off the hearing aids and try again. If it consistently won't connect and the device is not whitelisted, the device is not compatible.

Q: I'm connecting my Apple device for the first time, but it's not connecting – what do I do?

A: (For professionals) Are the hearing aids connected to an Airlink/NOAHlink before starting the pairing? If yes, please disconnect before proceeding with any pairing on a new device.

Sound adjustments

Q: Can I keep my sound adjustments?

A: Yes. You will keep sound adjustments for a particular program until you reboot (turn off and on again) your hearing aids. You can also save your settings as a Favorite and choose to have the Favorite automatically apply whenever you enter a specific location. Or, you can apply them at any time you want by choosing that Favorite from the app.

Q: How do I reset original program settings after making adjustments to sound?

A: Open and close the battery doors of the hearing aids to restart them. This resets them to the fitted settings.

Connectivity

Q: What do I do when the app loses connection to the hearing aids?

A: If the app loses connection, it is typically the connection between the hearing aids and the mobile device that has been lost. A small red badge in the Connection screen will notify you that the connection is lost. Go to the Connectivity screen and tap the marked point of lost connection for guidance on how to reestablish connection.

It is also a good idea to turn off the Bluetooth on your mobile device and turn it on again. On most mobile devices, this can be done in a control panel by swiping up from the bottom of the screen (Apple) or down from the top of the screen (Android). Tap the Bluetooth icon to turn it off, wait a couple of seconds and then tap it again to turn it on.

Streaming

Q: How do I stream sound from an iPhone, iPad or iPod touch?

A: If you have Made for iPhone hearing aids, you can connect them directly to iOS on an iPhone, iPad or iPod touch to stream phone calls, music, etc. If you do not have Made for iPhone hearing aids, use the Phone Clip+ to stream sound.

Q: How do I stream sound from an Android device?

A: If you have an Android device, use the Phone Clip+ to stream sound.

Q: Why can't I change programs on my iPhone during a phone call or while I'm listening to music?

A: When you stream sound directly from your iPhone, iPad or iPod touch, the hearing aids automatically change to the iPhone program. In order to go back to a hearing aid program, end the phone call or other sound streaming.

Other

Q: What is Demo mode?

A: Enabling Demo mode means that you can run the app without connection to the hearing aid system. This is useful for demonstration purposes or to try the app.

Demo mode simulates the app features as if you were connected to a hearing aid. You can choose Demo mode in Settings menu.